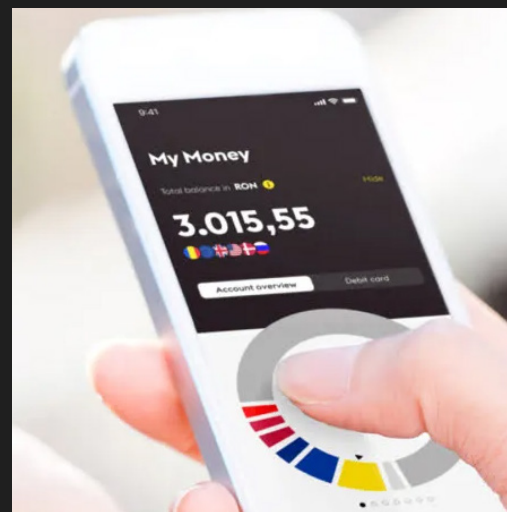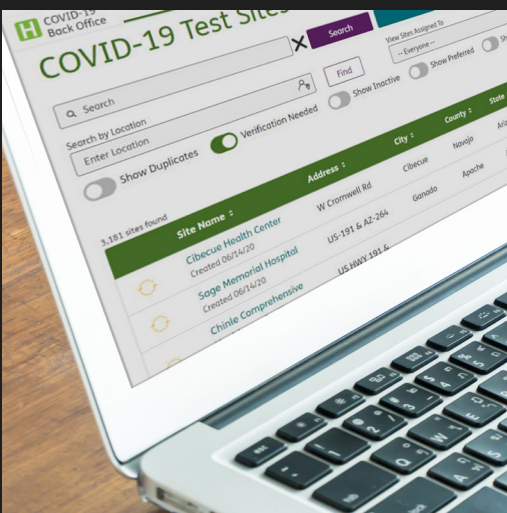outsystems

Mission-critical software: Delivered

How 8 global IT teams build complex, game-changing apps with OutSystems

Move from frustration to innovation

To gain a true competitive advantage today, IT teams need to build and launch mission-critical apps faster. And a high-performance low-code platform makes it possible.

While some low-code platforms can only churn out simple apps built for a single purpose, the OutSystems platform helps companies digitize their businesses and build complex, mission-critical applications more easily than ever.

↘

Want proof?
Read on to learn how 8 brands across the globe have used OutSystems high-performance low-code to radically improve operations, boost employee productivity, elevate the customer experience, and transform their IT teams into change-makers.

4 strategic initiatives global brands accomplish with OutSystems

1. **Customized digital experiences:** Brands increase competitiveness and grow revenues faster by providing tailor-made experiences and servicing end-users more conveniently.

2. **Automation and efficiency:** Enterprises streamline the way employees work with automated processes and customized tools to create resilient operating models and an engaged workforce.

3. **Legacy modernization:** Businesses build new foundations to reduce technical debt, improve data accessibility, and accelerate business value creation.

4. **Agile culture and development at scale:** Leaders transform the way IT operates to improve responsiveness by adopting a platform that drives an Agile and collaborative culture and future-proofs talent management.

Western Union evolves into a fleet-footed digital disruptor

WesternUnion\\WU

STRATEGIC INITIATIVE
Customized digital experiences

THE COMPANY
Western Union is a global leader in cross-border, cross-currency money movement and payments. The company operates in 200-plus countries and territories, connecting 120 million people to the global economy across about 130 currencies.

THE CHALLENGE
Amid growing customer demand for digital banking products, Western Union needed to accelerate application development, improve agility, and deliver great customer experiences. Doing so meant moving its on-premises IT infrastructure to the cloud and finding ways to speed deployment and iteration.

RESULTS

With OutSystems, Western Union:

- Launched a new digital banking app in Germany and Romania in **11 months**

- Accelerated app iteration cycles—in some cases from **30 days to 48 hours**

- Delivered **20+ internal employee-facing apps**, including multiple back-office and workflow solutions

Read the full case study →

"We estimate that we're getting new products to market at least twice as fast as competitors, and we're probably using a tenth of the resources they are on front-end development."

– Tom Mazzaferro,
*Chief Data and Innovation Officer,
Western Union*

Humana gains
4x agility boost

Humana®

**STRATEGIC INITIATIVE**
Customized digital experiences

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THE COMPANY
Ranked No. 42 on the Fortune 500, Humana is a top-five U.S. healthcare company with 48,000+ employees. The company is focused on helping its millions of members achieve lifelong well-being.

THE CHALLENGE
A complex architecture—including off-the-shelf and SaaS products and on-premises and multiple cloud environments—caused significant headaches. Humana's IT team struggled to deliver on time, on budget, and at the required quality.
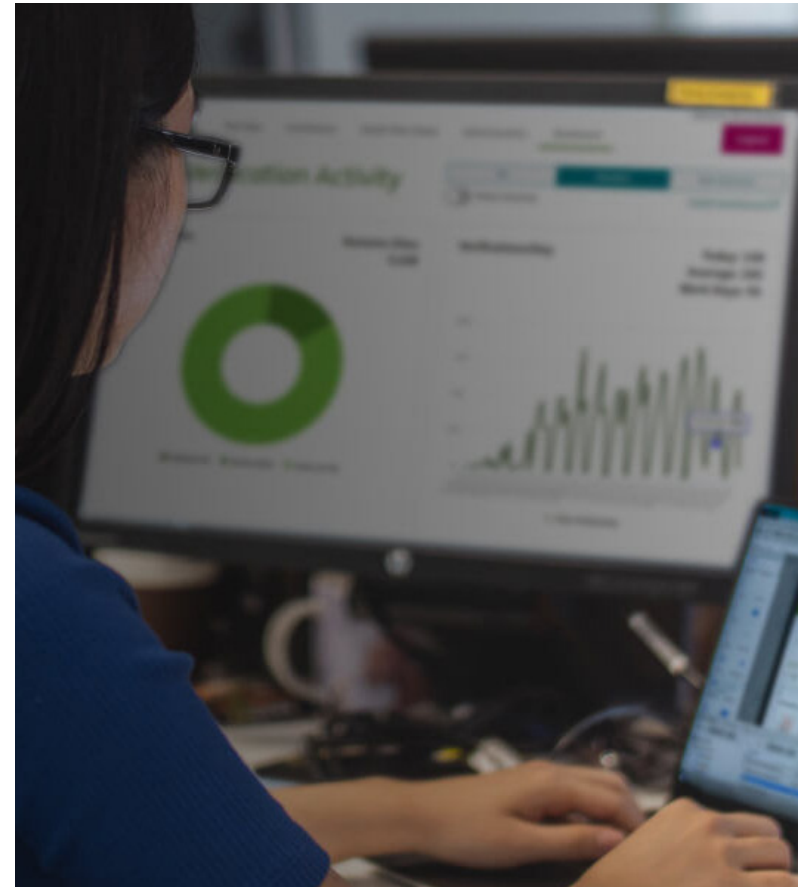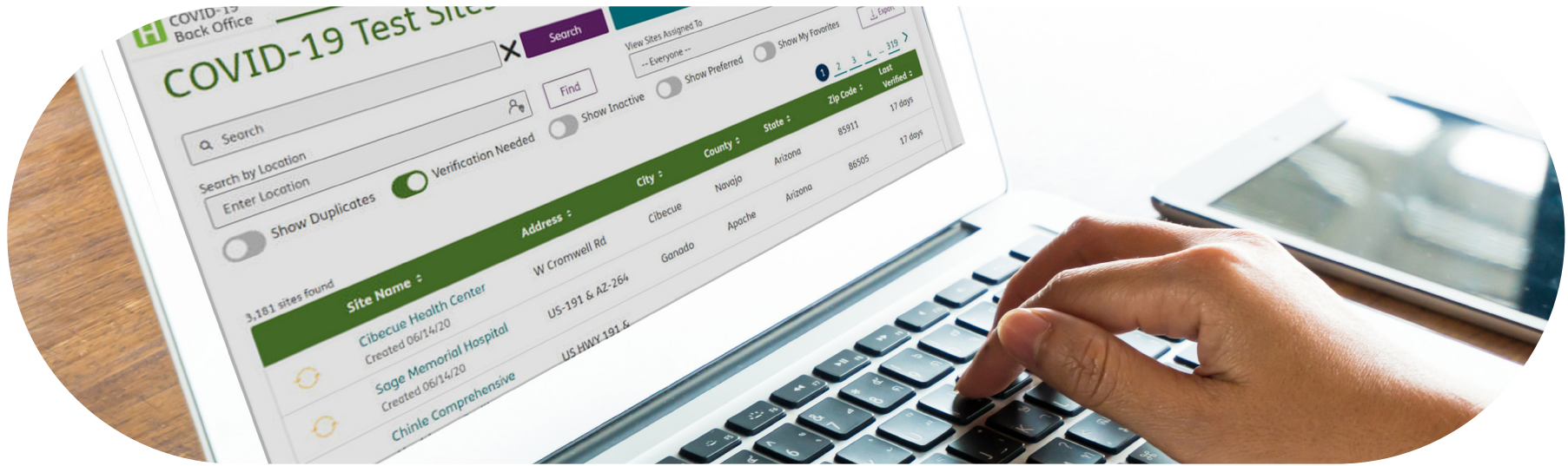
RESULTS

With OutSystems, Humana:

- Launched a Medicare app for its agents in 8 weeks instead of the 8 months estimated for hand-coding, handling **35,000 sessions from 40,000 agents in the first hour**

- Builds apps **four times faster** at a quarter of the cost

- **Routinely over-delivers** on scope and quality

Read the full case study →

"A platform approach to app development makes the impossible possible. Delivering four times faster while improving quality is a game-changer—making a vast range of innovations viable that were previously risk or cost-prohibitive."
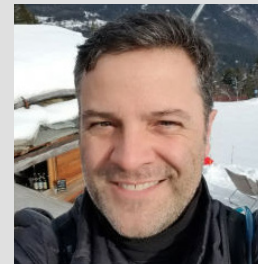
– Bruce Buttles,
Digital Channels Director,
Humana

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Medtronic launches life-saving digital heart monitoring platform

Medtronic

STRATEGIC INITIATIVE

Agile culture and development at scale

THE COMPANY

The world's largest medical device company, Medtronic offers technologies such as implantable cardiac devices, spinal implants, and automated insulin pumps. Its solutions support more than 70 chronic conditions and play a crucial role in safeguarding the healthcare of millions of people globally.

THE CHALLENGE

Create mission-critical software that would put relevant information in front of clinical staff without overwhelming them with too much data or adding extra analysis tasks to their considerable workload.

Read the full case study →

RESULTS

With OutSystems, Medtronic:

- **Launched FocusOn™**, an IoT-enabled remote monitoring and triage program for cardiac conditions **in just six months**

- Reduced data for provider review **by 80%**, saving 35 years of clinical staff working time since launch

- **Saved 50%** on IT budget

"We wanted a secure platform that would allow us to build the capabilities we needed quickly and easily—and that's what OutSystems delivered."

– Karel Nouwen,
Senior IT Director,
Digital Business and Digital Health,
Medtronic

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Gen Re reduces technical debt and modernizes at scale

STRATEGIC INITIATIVE
Legacy modernization

THE COMPANY
Gen Re is a leading provider of reinsurance solutions to the life-and-health and property-and-casualty insurance industries. It is represented in all major reinsurance markets through a network of 40+ offices worldwide.

THE CHALLENGE
Overhaul a rapidly aging IT infrastructure—custom apps, packaged apps, and Lotus Notes apps—that was creating significant technical debt. Improve agility and break down silos between apps that created duplicative work.

Read the full case study →

RESULTS
With OutSystems, Gen Re:

- Built **30 apps for multiple use cases** in 9 months, including:
  - Process improvement apps (service requests, decision and approval workflows, Office 365 integration)
  - Internal-facing business-critical apps (SAP integration and invoice and payment requests)
  - External-facing business-critical apps (customer requests, pricing algorithms, and quote automation)
- Delivers applications in **weeks instead of months or years**
- Developed a **roadmap to reduce technical debt**

"With low-code, we can develop applications that do not evolve into technical debt. We can develop applications that are essentially living organisms; they can adapt to changing business needs."

– Frank Schmid,
Chief Technology Officer,
Gen Re

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Mercy Ships digitizes its entire volunteer recruitment process

STRATEGIC INITIATIVE

Automation and efficiency

THE COMPANY

Mercy Ships deploys hospital vessels to some of the world's poorest countries, delivering vital, free healthcare to people in need. The nonprofit has worked in 56 countries over the past 40+ years, providing services valued at more than £1.5 billion ($1.2 billion U.S.).

THE CHALLENGE

Poised to launch its second hospital ship, the Global Mercy, in early 2021, Mercy Ships needed to increase its volunteer capacity dramatically. That meant it had to reinvent a clunky application, review, and selection process that was disappointing volunteers and wasting recruiters' valuable time.
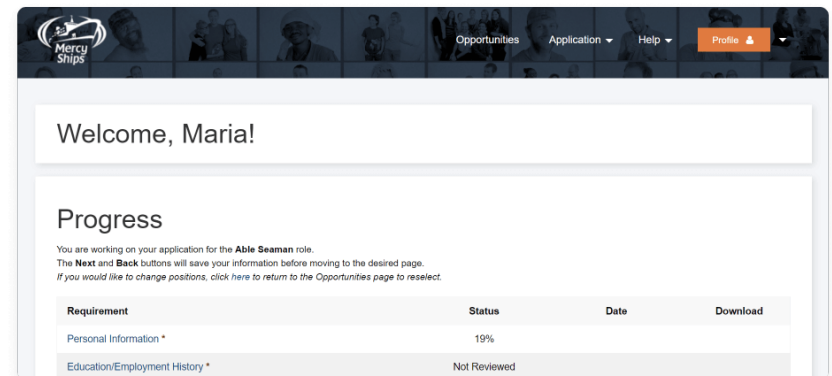
outsystems

RESULTS

With OutSystems, Mercy Ships created a digital volunteer recruitment system that:

- Increased annual **recruitment capacity by 2x**

- Reduced applicant review prep **by 92%**

- Boosted time-to-hire efficiency **by 20%**

Read the full case study →

"Mercy Ships volunteer recruitment is a global effort. We now have an end-to-end digital recruitment process that provides a brilliant first impression to our applicants and saves time and effort for our recruiters as well."

— Heather Peterson,
Senior Director of Talent Acquisition,
Mercy Ships

KeyBank hyper-automates its business—and its software development lifecycle

KeyBank 🔑

STRATEGIC INITIATIVE
Automation and efficiency

THE COMPANY
KeyBank is a super-regional U.S. bank serving both consumer and commercial markets. It's headquartered in Cleveland and operates across 15 states.

THE CHALLENGE
Despite implementing a robotic process automation (RPA) strategy in 2019 to automate repetitive tasks, KeyBank still faced gaps in its straight-through processing workflows. It needed to streamline business processes and overcome aging IT systems that hampered innovation.

Watch the video →

RESULTS
With OutSystems, KeyBank:

- Launched an app within nine months to help clients **obtain unsecured lending lines of credit faster**

- Reduced overall cycle time **by 20%**

- Improved the **client experience**

"It's been two-plus years since I've heard, 'I can't do that. I don't think that's possible.' Now, we all stop and challenge ourselves to figure out the path to yes."

– Dominic Cugini,
Chief Technology Officer,
KeyBank

Podium Analytics collects teen athlete injury data in real time

Podium
ANALYTICS

STRATEGIC INITIATIVE
Customized digital experiences

THE COMPANY
A nongovernmental organization and public charity operating in the UK, Podium Analytics is committed to reducing injury in sports.

THE CHALLENGE
Podium Analytics needed a way to gather and anonymize sports-related injury data in 11-to-18-year-olds. That data would be used by researchers at the University of Oxford to identify the root causes of injury, the long-term impact of injury, and potential preventive measures. To achieve this, Podium Analytics needed a platform capable of fast iteration and development.

Read the full case study →

RESULTS
With OutSystems, Podium Analytics:

• Launched its Injury Insight platform in **just six weeks**

• Connected **200 schools and 250 sports clubs**

• **Simplified the process** for logging injury information in real time

"OutSystems stands apart for marrying ease of use with enterprise-grade capabilities. We have been able to develop an app which is simple to use and powerful enough to capture the breadth of data we need in order to reduce injury in sport."

– Damian Smith,
Chief Technology Officer,
Podium Analytics

U.S. Department of Defense automates benefit program enrollment with new app

**STRATEGIC INITIATIVE**

Customized digital experiences

THE COMPANY

The Exceptional Family Member Program (EFMP) provides comprehensive support to employees with family members who have special needs. About 46,000 active-duty U.S. Army soldiers rely on the EFMP, benefitting 55,000 family members.

THE CHALLENGE

Active-duty personnel filed numerous complaints about the EFMP's manual, paper-based enrollment process. In response, the U.S. Congress passed legislation ordering the Department of Defense (DoD) to create an integrated enrollment system with performance metrics, transparency for users, and robust case management features.
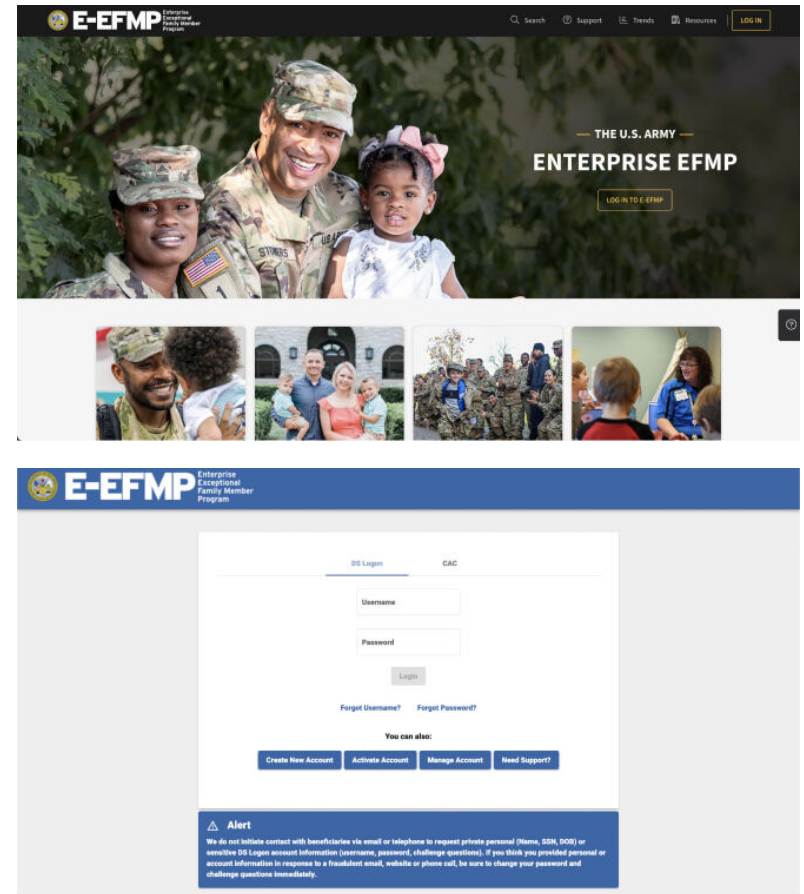
RESULTS

With OutSystems and veteran-owned software development company BAM Technologies, the DoD:

- Launched its new Enterprise EFMP digital platform **in six months**

- Completed nearly **13,000 enrollments in 12 months**

- **Synchronized all aspects of care** for EFMP families

Read the full case study →

"OutSystems gave us the speed needed to successfully fine-tune the user experience for this high-profile, user-centric project, which demanded successful engagement and feedback from very vocal service personnel and families."


– George Barborak,
Managing Partner,
BAM Technologies, LLC

outsystems

Create mission-critical apps for the software that matters most

High-performance low-code is the new gateway to gaining a competitive advantage.

With OutSystems, global brands are building mission-critical apps at scale by automating key phases of the application development lifecycle—from code to production and beyond—all without compromising on enterprise-grade power, security, and scalability.
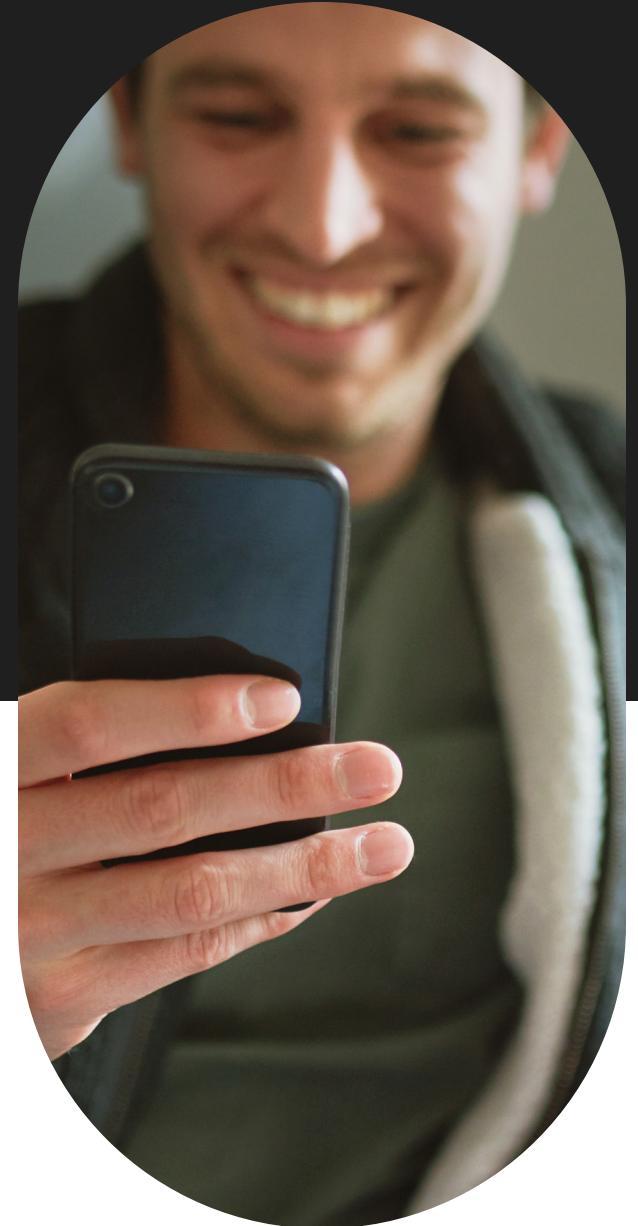
Discover how OutSystems can help you build the software that matters most:

- Visit our customer story library to see additional mission-critical apps built with the OutSystems platform.

- Explore the OutSystems platform or schedule a demo.

- Find out why Gartner recognized OutSystems as a Leader for the seventh consecutive time in the 2023 Gartner® Magic Quadrant™ for Enterprise Low-Code Application Platforms.